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DEFECTS INVESTIGATION

**BRIDGESTONE/FIRESTONE TIRE SALES COMPANY**

COX-003

One Bridgestone Park  
P.O. Box 140881  
Nashville, Tennessee 37214-0881  
Phone: (615) 361-0088  
Fax No.: (615) 281-5821

September 18, 2000

To: All Government Agencies

Here is all the information that pertains to NHTSA's September 1, 2000 Consumer Advisory.

As you can see, this information is directed to our retailers, therefore, some of this information doesn't pertain directly to you.

The key points are as follows:

- This is not part of the Voluntary Safety Recall. It is an enhancement of our Customer Satisfaction Program.
- If your vehicle has these tires on it, go to the local Bridgestone/Firestone retail location to verify that your tires are included in this program.
- If your tires are verified, you have a choice to either have the tires replaced at no cost at our facility or go to another tire retailer and purchase tires. If you choose the later, you fill out the necessary paper work, return the tires and apply for a refund through the local Bridgestone/Firestone location.

If you have any questions please contact our Government Sales office in Nashville, TN at 800-543-7522 x.3691 or ex. 3464.

Sincerely yours,



Roger Abrams  
Manager, Government Sales

## BRIDGESTONE/FIRESTONE TIRE SALES COMPANY

One Bridgestone Park  
P.O. Box 140981  
Nashville, Tennessee 37214-0981

September 13, 2000

Dear Bridgestone/Firestone Retailers:

On September 12, 2000, I had the opportunity to represent Bridgestone/Firestone and your concerns in front of the Senate Commerce Subcommittee. In my written testimony to Congress, I addressed our concerns over the 1.4 million additional tires that NHTSA has requested we recall. Their 1.4 million-tire request consists of twenty-four product lines or sizes. On nine of these products, NHTSA's request was based on the existence of only one claim of tread separation in each line. Neither NHTSA nor Bridgestone/Firestone has ever previously used claims data as the sole basis for a tire safety decision. While we are committed to work with NHTSA toward new claims based criteria for tire evaluation, such criteria must be developed in a sensible and rational way that properly considers variations in tire designs and types which treats all members of the tire industry equally.

Meanwhile, to address consumers concerns, we will enhance our customer satisfaction program, which is currently available for the twenty-four product lines or sizes. For customers who may be concerned about any of the tires listed in the consumer advisory, we will provide a free inspection at our company owned Firestone Tire & Service Centers or our authorized participating BFS Retailers at their earliest convenience. Obviously, if there is a problem, we'll fix it! If the consumer is still concerned about their tires, we will replace them at no cost to the consumer, or if necessary, we will reimburse consumers up to \$140 per tire based on actual costs by size and type, if they choose to replace their current tires with competitive products.

We stand committed to our customers and the safety of the American driving public and as always are dedicated to customer satisfaction. Please note the attached procedures and the forms included within for your use to assist consumers with completing the Customer Satisfaction program under the NHTSA Consumer Advisory.

Thank you for your continued support of Bridgestone/Firestone and especially the Firestone brand. You have been an integral part of our 100-year heritage, and we thank you!

Sincerely yours,



John Lampe  
President  
Bridgestone/Firestone Tire Sales Co.

Ref: JL-2000-224

## **NHTSA SEPTEMBER 1, 2000 CONSUMER ADVISORY – POLICIES AND PROCEDURES**

In order to address customer concerns, Bridgestone/Firestone is issuing this customer satisfaction policy for the tires listed in the NHTSA September 1, 2000 Consumer Advisory. The purpose is to provide you with information and assistance on processing the tires for this customer satisfaction policy.

### **TIRES INVOLVED IN THIS SEPTEMBER 1, 2000 NHTSA CONSUMER ADVISORY CUSTOMER SATISFACTION POLICY:**

<b><u>Tire Line</u></b>	<b><u>Size</u></b>	<b><u>DOT Plant Code</u></b>	<b><u>Original Installation**</u></b>
ATX	P205/75R15	VD	1991 Chevy Blazer
ATX	P225/75R15	HY	
ATX	30X9.50R15LT	VD	
ATX	31X10.50R15LT	VD	1991-94 Nissan Pick Up
ATX	32X11.50R15LT	VD	
ATX	31X10.50R16.5LT	VD	
ATX	33X12.50R16.5LT	VD	
Firehawk ATX	27X8.50R14LT	VD	
Firehawk ATX	235/75R15*	VD	
Firehawk ATX	30X9.50R15LT	VD	
Firehawk ATX	31X10.50R15LT	VD	
Firehawk ATX	32X11.50R15LT	VD	
Firehawk ATX	33X12.50R15LT	VD	
Firehawk ATX	265/75R16LT	VD	
Firehawk ATX	255/85R16LT	VD	
Firehawk ATX	31X10.50R16.5LT	VD	
Firehawk ATX	33X12.50R16.5LT	VD	
ATX 23 Degree	31X10.50R15LT	VD	
ATX 23 Degree	33X12.50R16.5LT	VD	
Widetrack Radial Baja	P225/75R15	HY	
Widetrack Radial Baja A/S	32X11.50R15LT	VD	
Wilderness AT	P235/70R16	W2	1996-98 Ford F150***
Wilderness AT	33X12.50R16.5LT	VD	
Wilderness HT	P255/70R15	VD	

\* Firestone's lists this model as a LTP235/75R15.

\*\* Only some of the listed models had these tires installed as original equipment.

\*\*\* Only 443 tires produced with the W2 plant code.

This customer satisfaction policy involves all of the above listed tires, regardless of age, that are serviceable, regardless of year, make or model of vehicle. This customer satisfaction policy does not include tires previously removed from service or tires worn below 2/32nds tread depth.

### **CUSTOMER SATISFACTION REPLACEMENT TIRE PROCEDURES AT BES RETAILERS:**

**STEP 1:** When a customer comes in for the customer satisfaction policy on the above tires, the first step is to examine the tires and make certain that they are subject to the policy, as described above.

**STEP 2:** After you have determined that the tires are subject to the customer satisfaction policy. If required replace the user's tires that are subject to the above customer satisfaction policy with appropriate

Bridgestone/Firestone tires. Please refer to the attached reference charts. However, because customer satisfaction is paramount, you may proceed to use a competitive tire if necessary.

**STEP 3: TIRE/CLAIM FORM PROCESSING:**

At this time we will process claimed tires and claim forms under our normal procedures. At time of removal, we recommend you cut the sidewall of the tire so it will not hold air; do not, however, remove the DOT number. Reason for removal on the claim form should be "Customer Satisfaction".

**CREDIT ISSUES FOR BFS RETAILERS:**

- (1) If the tire is replaced with the same size and type, then the credit will be 100% of the Dealer Program Price, plus \$20 handling allowance, which is to include mounting/balancing/valve stem/disposal fees.
- (2) If the tire is replaced with another BFS tire, then the adjustment will be based upon 100% of the Dealer Program Price of the replacement tire plus the \$20 handling allowance, which is to include mounting/balancing/valve stem/disposal fees.
- (3) If the replacement is a competitive product, the reimbursement will be based upon 100% of the Dealer Program Price for the tire being removed from service plus a \$10 handling allowance. The \$10 handling allowance is to include mounting/balancing/valve stem/sales taxes/disposal fees. In addition a Competitive Product allowance will be issued on the following basis:
  - (a) P-Metric and LTP Sizes – Flat \$20 per tire
  - (b) Light Truck and Flotation Sizes – Flat \$28 per tire

**CUSTOMER REIMBURSEMENT PROCEDURES AND POLICY FOR COMPETITIVE PRODUCTS  
INSTALLED AT NON-BFS RETAILERS AND ALSO REIMBURSEMENT FOR PRO-RATA  
WARRANTY CLAIMS:**

Customers may be reimbursed with proper documentation up to \$140 per tire based on actual costs for competitive products installed at non-BFS retailers, which is to include the tire, mount, balance, valve stem, sales tax and disposal fees. Customers may also be reimbursed as noted for any charges on tires adjusted on a pro-rata basis between September 1, 2000 and September 12, 2000.

Later this week you will receive a supply of printed NHTSA Consumer Advisory Refund Request Forms. A copy of the forms is attached and you may reproduce these as needed until the printed forms arrive. These forms are to be given to any customers who have purchased tires on a pro-rated customer satisfaction basis from an authorized BFS Retailer between September 1, 2000 and September 12, 2000, or has purchased replacement tires from a competitive retailer after September 1, 2000.

One form is to be given to a customer. The customer should be instructed to complete the form by providing the information requested, including the appropriate receipt(s) and documents. The documents should then be mailed to the address provided on the form. Further specific situation instructions are included with the form. Also included will be a NHTSA Consumer Advisory Tire Surrender Verification Form. This form is to be completed for customers that have purchased tires from a competitor after September 1, 2000. The required information is to be completed by the Firestone Tire and Service Center or authorized participating BFS Retailer as indicated on this form. Please note required information is different for each.

As directed in the NHTSA Consumer Advisory Refund Instruction Package, Retailers should not refund any cash, credit card or CFNA purchases for these tires.

## FREQUENTLY ASKED QUESTIONS:

*Did the government recall these tires?*

No. This is a customer satisfaction policy action by Bridgestone/Firestone to address consumer concerns. It is not a recall.

*(d) What about a customer that has purchased tires pro-rata from a store or dealer or went out and bought competitive products on their own prior to the recall?*

You should not refund any cash or credit card purchases. We have established a refund procedure that will allow consumers to request a refund based upon their original receipt and copy of claim form. Use Form 3 for pro-rata and Form 4 for competitive products.

3. *Will there be a charge for replacement of these tires from the NHTSA September 1, 2000 Consumer Advisory?*

There will be no charge for qualified tires installed at BFS Retailers. Competitive products installed at non-BFS retailers will be reimbursed up to \$140 per tire based on actual costs by size and type including the tire, mounting, balance, valve stem, sales taxes, and disposal fees, based on size and type.

4. *How should these NHTSA Consumer Advisory customer satisfaction takeoff tires be returned for processing?*

Please include these with any other return tire shipments. We would appreciate when you request the RGA number for tire pickup that you have a separate count available of the NHTSA Consumer Advisory customer satisfaction takeoff tires.

# NHTSA Consumer Advisory Refund Request (For U.S. Use Only)

## For the Following tires only:

Type/Line	Size	DOT Plant Code	Type/Line	Size	DOT Plant Code
ATX OWL/BLK	P205/75R15	VD	Firehawk ATX OWL	33X12.50R15LT	VD
ATX OWL	P225/75R15	HY	Firehawk ATX OWL	265/75R15LT	VD
ATX OWL	30X8.50R15LT	VD	Firehawk ATX OWL	255/85R15LT	VD
ATX OWL/BLK	31X10.50R15LT	VD	Firehawk ATX OWL	31X10.50R16.5LT	VD
ATX BLK	32X11.50R15LT	VD	Firehawk ATX OWL	33X12.50R16.5LT	VD
ATX BLK	31X10.50R16.5LT	VD	ATX 23 Degree	31X10.50R15LT	VD
ATX BLK	33X12.50R16.5LT	VD	ATX 23 Degree	33X12.50R16.5LT	VD
Firehawk ATX OWL	27X8.50R14LT	VD	Widetrack Radial Baja	P225/75R15	HY
Firehawk ATX OWL	235/75R15*	VD	Widetrack Radial Baja A/S	32X11.50R16LT	VD
Firehawk ATX OWL	30X8.50R15LT	VD	Wilderness AT OWL/BLK	P235/70R16	W2
Firehawk ATX OWL	31X10.50R16LT	VD	Wilderness AT OWL	33X12.50R16.5LT	VD
Firehawk ATX OWL	32X11.50R16LT	VD	Wilderness HT OWL	P255/70R16	VD

\*Firestone lists this as a LTP235/75R15.

Form 3 is to be used by any customer who paid to replace a tire(s) described in the NHTSA Consumer Advisory, on a pro-rated, customer satisfaction basis, purchased from an Authorized Participating BFS Retailer between **September 1, 2000 and September 12, 2000** and is now requesting a refund.

Form 4 is to be used by any customer who paid to replace a tire(s) described in the NHTSA Consumer Advisory from any competitive retailer after **September 1, 2000** and is now requesting a refund.

### INSTRUCTIONS

#### 1. Use Form 3

If you paid to replace a tire(s), as listed above, on a pro-rated, customer satisfaction basis purchased from an Authorized Participating BFS Retailer between September 1, 2000 and September 12, 2000:

- Completely fill out the attached **Form 3**
- If you purchased a replacement tire(s) from a Firestone Tire and Service Center, you must include your original paid receipt for the replacement tire(s).
- If you purchased a replacement tire(s) from an Authorized Participating BFS Retailer, you must include your original paid receipt for the replacement tires and a copy of your completed Bridgestone/Firestone Limited Warranty Claim Form.

#### 2. Use Form 4

If you paid to replace a tire(s), as listed above, after September 1, 2000, purchased from any competitive retailer:

- Completely fill out the attached **Form 4**
- You must return your tire(s) to either, a Firestone Tire and Service Center or an Authorized Participating BFS Retailer.
- You must have the Firestone Tire and Service Center or Authorized Participating BFS Retailer fill out the "NHTSA Consumer Advisory Tire Surrender Form" to verify that they have received the tire(s).

**NOTE:** If The Tires Are Surrendered At An Authorized Participating BFS Retailer, They Must Also Fill Out A Bridgestone/Firestone Limited Warranty Claim Form And Write "Surrendered Tire" Under The Customer's Name On The Form.

- Please provide all of the information as clearly as possible to enable your request to be properly processed.
- No refunds will be approved without the required documentation.
- Upon approval of your request, a refund check will be sent to the person listed on this form at the address specified.

**Mail Completed Form To:**  
**NHTSA Consumer Advisory Reimbursement Center**  
**P.O. Box 9377**  
**Garden City, NY 11530-9377**

**For anyone who paid to replace a tire(s) described in the NHTSA Consumer Advisory on a Pro-rated, Customer Satisfaction basis from an "Authorized Participating BFS Retailer" between September 1, 2000 and September 12, 2000. Complete This Form.**

**Customer Information**

Please Print Clearly

Customer Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State &amp; Zip: \_\_\_\_\_

Phone w/ Area Code: Home \_\_\_\_\_ Office \_\_\_\_\_

**Vehicle Information**

Year: \_\_\_\_\_

Make: \_\_\_\_\_

Model: \_\_\_\_\_

License Plate # \_\_\_\_\_

Vehicle Identification # \_\_\_\_\_

Please identify which type of tire was removed from your vehicle:

Brand \_\_\_\_\_ Type/Pattern \_\_\_\_\_

Size \_\_\_\_\_

Please identify the location you purchased the replacement tires from:

Name & \_\_\_\_\_  
 Address of \_\_\_\_\_  
 Authorized, \_\_\_\_\_  
 Participating \_\_\_\_\_  
 BFS Retailer \_\_\_\_\_

Quantity Purchased \_\_\_\_\_

Date of Purchase \_\_\_\_\_

**Attach one of the following documents to this form:**

- 1** If You Purchased From a Firestone Tire and Service Center:  
 Your Original Receipt for the Tires Purchased to Replace the Consumer Advisory Tires.
- 2** If You Purchased From an "Authorized Participating BFS Retailer":  
 A Copy of Your Bridgestone/Firestone Limited Warranty Claim Form and Your Original Paid Receipt for the Tires You Purchased to Replace the Consumer Advisory Tires.

Amount  
 Paid \$ \_\_\_\_\_

**Important:**

We will reimburse the cost of the tires, balance, valve stems, sales tax and applicable disposal fees, only. **MUST ATTACH ORIGINAL RECEIPT.**

By my signature below, I certify that the information contained in this Request is true and correct, and that upon receipt of my refund, I release Bridgestone/Firestone, Inc. and its agents from any and all claims, whether known or unknown, in connection with the tires that are the subject of this Request.

Signature: \_\_\_\_\_

Date \_\_\_\_\_

For Office Use Only

**For anyone who paid to replace a tire(s) as described in the NHTSA Consumer Advisory, purchased after September 1, 2000 from any retailer.**

**Complete This Form**

**Customer Information**

*Please Print Clearly*

Customer Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State & Zip: \_\_\_\_\_

Phone w/ Area Code: Home \_\_\_\_\_ Office \_\_\_\_\_

**Vehicle Information**

Year: \_\_\_\_\_

Make: \_\_\_\_\_

Model: \_\_\_\_\_

Licence Plate #: \_\_\_\_\_

Vehicle Identification # \_\_\_\_\_

Please identify the location you purchased the replacement tires from:

Retailer Name \_\_\_\_\_  
& Address \_\_\_\_\_

Quantity Purchased \_\_\_\_\_

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Date of Purchase

**This Form Must Be Completed On Both Sides To Be Valid.** You must have a Firestone Tire and Service Center or Authorized, Participating BFS Retailer fill out the "NHTSA Consumer Advisory Tire Surrender Form" on the reverse side.

**You must also attach the following documents to this form:**

- 1** Your original, paid receipt for the replacement tire(s) purchased. Must be dated September 1, 2000 or later.
- 2** A copy of the Bridgestone/Firestone Limited Warranty Claim Form if your tire(s) were surrendered at an authorized, participating BFS Retailer other than a company owned Firestone Tire and Service Center.

**NOTE:** On tires purchased from any other retailer, we will reimburse up to \$140.00 per tire based on actual costs by size and type to replace a tire(s) described in the NHTSA Consumer Advisory. This reimbursement amount includes the cost of the tire, mounting, balancing, valve stem, sales tax and applicable disposal fees, only.

Amount  
Paid \$ \_\_\_\_\_

By my signature below, I certify that the information contained in this Request is true and correct, and that upon receipt of my refund, I release Bridgestone/Firestone, Inc. and its agents from any and all claims, whether known or unknown, in connection with the tires that are the subject of this Request.

Signature: \_\_\_\_\_ Date \_\_\_\_\_

For Office Use Only



# NHTSA CONSUMER ADVISORY TIRE SURRENDER FORM

This form is to be completed at the time the customer surrenders the

DATE: \_\_\_\_\_

Qty. Received \_\_\_\_\_ Size \_\_\_\_\_

Brand \_\_\_\_\_ Type/Pattern \_\_\_\_\_

DOT Serial #'s

1											
2											
3											
4											
5											

**Important:** Black out any DOT Serial # lines NOT used.

Firestone Tire & Service Center  
Store Stamp

--

\_\_\_\_\_  
Signature: Customer

**All Other Authorized, Participating BFS Retailers:  
All Information Is Required For Refund**

Retailer Name \_\_\_\_\_

Address \_\_\_\_\_

City & State \_\_\_\_\_

Zip Code \_\_\_\_\_

Area/Phone # \_\_\_\_\_

Retailer Six Digit # \_\_\_\_\_

Claim Form # \_\_\_\_\_

\_\_\_\_\_  
Signature: Store Manager

Firestone Tire & Service Center

OR

Authorized participating BFS Retailer

**Customer Satisfaction Documentation Index**

1. Customer Satisfaction Program (CSP)	PR Release	Web Page
2. Consumer Advisory	PR Release	Web Page
3. NHTSA Consumer Advisory Request		Web Page
4. Expanded Firestone Customer Satisfaction Program Instructions (Stores)	Sept. 12, 2000	
5. Dear Bridgestone/Firestone Retailer (Dealer Notification Instructions)	Sept. 12, 2000	
6. Warehouse Process for Returns	Sept. 14, 2000	
7. Warehouse Information	Sept. 20, 2000	

**FACSIMILE TRANSMITTAL COVER SHEET**

**Date:** April 9, 2001, 4:08 PM

**No. of Pages:** 2  
(Including Cover Sheet)

**PLEASE DELIVER TO:**

**Names:**

**Fax Numbers:**

**Verify Numbers:**

Glenn Capohart

615-231-5795

Jon White

202-366-7882

**Attorney Number:** 0955

**Client/Matter Number:** 023930-00000

**Hard Copy Sent:** No

**Comments:**

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WASHINGTON, D.C.

THIS FACSIMILE CONTAINS PRIVILEGED AND CONFIDENTIAL INFORMATION INTENDED ONLY FOR THE USE OF THE ADDRESSEE(S) NAMED ABOVE. IF YOU ARE NOT THE INTENDED RECIPIENT OF THIS FACSIMILE, OR THE EMPLOYEE OR AGENT RESPONSIBLE FOR DELIVERING IT TO THE INTENDED RECIPIENT, YOU ARE HEREBY NOTIFIED THAT ANY DISSEMINATION OR COPYING OF THIS FACSIMILE IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS FACSIMILE IN ERROR, PLEASE IMMEDIATELY NOTIFY US BY TELEPHONE AND RETURN THE ORIGINAL FACSIMILE TO US AT THE ADDRESS BELOW VIA THE POSTAL SERVICE. THANK YOU.

**Please Call As Soon As Possible If Transmission Is Not Complete:**  
202/657-6119

**Arent Fox Kintner Plotkin & Kahn, PLLC**  
1050 Connecticut Ave., N.W., Washington, D.C. 20036-5339

**Paul Jackson Rice**  
202-857-8009  
[ricepj@arentfox.com](mailto:ricepj@arentfox.com)

April 9, 2001

Glenn Capehart  
Bridgestone/Firestone, Inc.  
50 Century Boulevard  
Nashville, TN 37214-3609

Re: Report on Consumer Advisory Tires

Dear Glenn:

As we discussed on the telephone, the National Highway Traffic Safety Administration is no longer requiring a monthly report on the status of the consumer advisory tires. This initial obligation was based upon a January 29, 2001 request from Jon White, Recall Analysis Division, NHTSA, requiring monthly information on the consumer advisory tires.

In a recent conversation with Kathleen DeMeter, Chief, Office of Defect Investigations, she agreed that a quarterly report regarding the consumer advisory tires was now sufficient. As your last submission on the subject was dated March 9, 2001, it is my understanding that the next submission is not due until June 2001.

If you have any questions regarding this matter, please contact me.

Very truly yours,

*Jack*

Paul Jackson Rice

cc: Jon White  
Saul Solomon

**Capehart, Glenn**

---

**From:** Seltz, Tom  
**Sent:** Friday, November 10, 2000 5:02 PM  
**To:** Capehart, Glenn  
**Subject:** FW: New (not Used) Tire Returns - NHTSA Advisory List

## —Original Message—

**From:** Seltz, Tom  
**Sent:** Wednesday, September 20, 2000 8:38 AM  
**To:** Miller, Nelson; Castner, John; Tarrt, Ron; Farris, Dawn; Reedy, Terry; Sampson, Lane; Capehart, Glenn; Lauble, David; Stevens, Karen; Maune, Daniel; Bolden, Becky; Ferguson, John E (BFTS); Marcum, Loria; Sigilito, Michael; Matticola, Joe; Matthews, Roger; Taylor, Brad; Eickelman, Yvonne; Hyssong, Mark; Dolg, Perry; Ogle, Dave; Alan Kam; Bill Stewart; Curt Maggard; John Pusabari; Joseph Gray; Ken Kirkpatrick; Ken Wiley; Lew Curt; Ray Milling; Rusty Nail; Bob Shorder; Carter David; Donna Dollar; Harry Carden; Jerry Wakefield; Joe Menne; Justin Santjanna; Lynn Perkes; Steve Hansen; Wayne Baer; Barry Werner; Chuck Tarver; Jim Mcfadden; Robert Gardenhire  
**Subject:** New (not Used) Tire Returns - NHTSA Advisory List

For Customers that request that new tires be returned, a "NHT" program code is now established in COPS for RGA processing. Reason code will continue to be "rec".

Because these return tires will not be processed by DC in the same manner as recall tires (which are being disabled), COPS is established for these tires to (default) process as class F. Returned tires will be returned to warehouse finished goods inventory as class F.

The attached list shows the UPC that are being established in COPS for processing as "NHT". CFS is finalizing this list in the system now. "NHT" should be available later today for processing.

Once again, I will be updating (Recall) documentation for return processing, to include returns of NHTSA advisory tires also.



NHTSA List UPC.xls

Tom Seltz  
 Physical Distribution  
 615-231-6982  
 Fax (6808)

# NHT&A ADVISORY LIST - CONVERTED TO POSSIBLE UPC FOR CUSTOMER SATISFACTION RETURNS

60145BK11	VD	001473
60145BK12	VD	070726
60145BK13	HY	104531
60145BK14	VD	222224
60145BK15	VD	254983
60145BK16	VD	254983
60145BK17	VD	254983
60145BK18	VD	212776
60145BK19	VD	278785
60145BK20	VD	257886
60145BK21	VD	257886
60230BK11	VD	214258
60230BK12	VD	278783
60230BK13	VD	258766
60230BK14	VD	258765
60230BK15	VD	213217
60230BK16	VD	272000
60230BK17	VD	214221
60230BK18	VD	272019
60750BK11	VD	282871
60750BK12	VD	282879
60750BK13	VD	285515
60750BK14	VD	282898
60750BK15	VD	285442
60750BK16	VD	282801
60750BK17	VD	283002
60750BK18	VD	282884
60750BK19	VD	285450
60750BK20	VD	282828
60750BK21	VD	285477
60750BK22	VD	282838
60750BK23	VD	285485
60750BK24	VD	282867
60750BK25	VD	285523
60750BK26	VD	282895
60750BK27	VD	285488
60750BK28	VD	282844
60750BK29	VD	282852
60750BK30	VD	285493
60230BK11	VD	231142
60230BK12	VD	244827
60230BK13	VD	258803
60230BK14	VD	232181
60230BK15	VD	253111
60145BK11	HY	104787
60145BK12	VD	240532
60145BK13	VD	035319
60145BK14	VD	288806
60145BK15	VD	288806
60145BK16	VD	047988

Items on the list received from QA

Other items are from OISUB in COPS

Shaded UPC are established in COPS  
for NHT (program code) RGA processing

CHRON

JAN 29 2001

**CERTIFIED MAIL - RETURN RECEIPT REQUESTED**

Mr. Robert J. Wyant  
Division Vice President  
Corporate Quality Assurance  
Bridgestone/Firestone, Inc.  
50 Century Boulevard  
Nashville, TN 37214

NSA-11wbl  
00X-003

Dear Mr. Wyant:

The Office of Defects Investigation (ODI) of the National Highway Traffic Safety Administration (NHTSA) has completed its review of the November 17, 2000, response submitted by Bridgestone/Firestone, Inc. (Firestone) concerning the performance of safety improvement campaign 00X-003. Firestone's Customer Satisfaction Program, initiated on September 13, 2000, provides for a free tire inspection at company owned Firestone Tire & Service Centers or authorized participating Bridgestone/Firestone dealers. If a tire problem is found the dealer will replace the tire or, if the owner was concerned, the owner can be reimbursed for up to \$140 per tire based on actual costs by size and type, if the owner chose to replace their current tires with competitive products.

In order for my staff to evaluate the progress of this campaign, certain information is required. Pursuant to 49 U.S.C. § 30166, please provide numbered responses to the following information requests. Please repeat the applicable request verbatim above each response. After Firestone's response to each request, identify the source of the information and indicate the last date the information was gathered. Insofar as Firestone has previously provided a document to ODI, Firestone may produce it again or identify the document, the document submission to ODI in which it was included and the precise location in that submission where the document is located. When documents are produced, the documents shall be produced in an identified, organized manner that corresponds with the Information Request letter (including the subparts). When documents are produced and the documents would not, standing alone, be self-explanatory, the production of documents shall be supplemented and accompanied by explanation.

If Firestone cannot respond to any specific request or subpart thereof, please state the reason why it is unable to do so. If Firestone claims that any document or other information or material responsive to any of the following items need not be provided to NHTSA because it is privileged or the work product of an attorney, or for any other reason, separately by information request number, for each document or other information or material state the nature of that information or material and identify any document in which it is found by date, subject or title, name and position of the person from, and the person to, whom it was sent, and the name and position of any other recipient. Firestone must also describe the basis for the claim, and explain why Firestone believes it applies.

Unless otherwise stated in the text, the following definitions and instructions apply to this request for information:

- **Firestone:** Bridgestone/Firestone, Inc., all of its past and present officers and employees, whether assigned to its principal offices or any of its field or other locations, including all of its divisions, subsidiaries (whether or not incorporated) and affiliated enterprises and all of their headquarters, regional, zone and other offices and their employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or indirectly (e.g., employee of a consultant) by or under the control of Firestone (including all business units and persons previously referred to), who are or were involved in, or who have or had any information about, campaign 00X-003.
- **Safety improvement campaign 00X-003:** the safety improvement campaign being conducted by Firestone as an enhancement of Customer Satisfaction Program dated September 13, 2000, in which Firestone will provide a free inspection at company owned Firestone Tire & Service Centers or authorized participating Bridgestone/Firestone dealers. If a tire problem was present the dealer would replace the tire or, if the owner was concerned, the owner could be reimbursed for up to 140 dollars per tire based on actual costs by size and type, if the owner chose to replace their current tires with competitive products. We have assigned an ID number of 00X-003 to this enhanced Customer Satisfaction Program.
- **Subject tires:** all 24 Firestone tire lines covered by the NHTSA consumer advisory.
- **Subject vehicles:** all vehicles which, as of September 1, 2000, had one or more of the subject tires installed, either as original equipment or as replacement equipment or as a spare tire.
- **Document:** "Document(s)" is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all nonidentical copies of both sides thereof, including, but not limited to, papers, letters, memoranda,



correspondence, communications, electronic mail (e-mail) messages (existing in hard copy and/or in electronic storage), faxes, mailgrams, telegrams, cables, telex messages, notes, annotations, working papers, drafts, minutes, records, audio and video recordings, data, databases, other information bases, summaries, charts, tables, graphics, other visual displays, photographs, statements, interviews, opinions, reports, newspaper articles, studies, analyses, evaluations, interpretations, contracts, agreements, jottings, agendas, bulletins, notices, announcements, instructions, blueprints, drawings, as-builts, changes, manuals, publications, work schedules, journals, statistical data, desk, portable and computer calendars, appointment books, diaries, travel reports, lists, tabulations, computer printouts, data processing program libraries, data processing inputs and outputs, microfilms, microfiches, statements for services, resolutions, financial statements, governmental records, business records, personnel records, work orders, pleadings, discovery in any form, affidavits, motions, responses to discovery, all transcripts, administrative filings and all mechanical, magnetic, photographic and electronic records or recordings of any kind, including any storage media associated with computers, including, but not limited to, information on hard drives, floppy disks, backup tapes, and zip drives, electronic communications, including but not limited to, the Internet and shall include any drafts or revisions pertaining to any of the foregoing, all other things similar to any of the foregoing, however denominated by Firestone, any other data compilations from which information can be obtained, translated if necessary, into a usable form and any other documents. For purposes of this request, any document which contains any note, comment, addition, deletion, insertion, annotation, or otherwise comprises a nonidentical copy of another document shall be treated as a separate document subject to production. In all cases where original and any non-identical copies are not available, "document(s)" also means any identical copies of the original and all non-identical copies thereof. Any document, record, graph, chart, film or photograph originally produced in color must be provided in color. Furnish all documents whether verified by Firestone or not. If a document is not in the English language, provide both the original document and an English translation of the document.

Please note that NHTSA plans to send similar Information Requests to Firestone each month for the next few months in order to allow us to adequately monitor the progress of this campaign. In addition, Firestone is still required to submit quarterly reports regarding the progress of the campaign pursuant to 49 CFR 573.6.

1. Furnish a copy of all communications, publications, directives, and similar documents developed, issued, or made available by Firestone that relate to this campaign since September 1, 2000, that have not been previously provided to the agency. Identify any communications, publications, directives, and similar documents that Firestone intends to issue or make available within the next 30 days that relate to this campaign.

2. Separately state the cumulative number of subject tires, by tire model name and manufacturing plant, that have been replaced pursuant to this campaign at each of the following: (a) Firestone Tire and Service Centers and (b) all other independent retail outlets.
3. Separately state the cumulative number of subject tires, by tire model name and manufacturing plant, that have been destroyed, returned to Firestone, or otherwise removed from inventory since September 1, 2000, from each of the following: (a) Firestone Tire and Service Centers and (b) all other independent retail outlets.
4. State the cumulative number of subject tires, by tire model name and manufacturing plant, that were replaced with non-Firestone tires since September 1, 2000, for which Firestone has reimbursed the owner for the cost of the replacement.
5. Describe all additional actions that Firestone intends to take to ensure that the subject tires are replaced.

This letter is being sent pursuant to 49 U.S.C. § 30166, which authorizes NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49 and to require manufacturers to make reports to NHTSA. Any failure to respond promptly and fully to this letter could subject Firestone to civil penalties pursuant to 49 U.S.C. § 30165 or lead to an action for injunctive relief pursuant to 49 U.S.C. § 30163. Other remedies and sanctions are available as well.

Firestone's response to this letter, must be submitted to this office, in duplicate, by February 12, 2001, for information through January 31, 2001. Therefore, please provide an updated response to this letter by the 5<sup>th</sup> day of business following the end of each calendar for February through July 2001, unless instructed otherwise by NHTSA. If Firestone asserts that it is unable to provide all of the information requested within the time allotted, it must request an extension from me at (202) 366-5226 or by e-mail at [jwhite@nhtsa.dot.gov](mailto:jwhite@nhtsa.dot.gov) no later than five business days before the due date. If Firestone is unable to provide all of the information requested by the original deadline, it must submit a partial response at that time with whatever information is then available.

If Firestone considers any portion of its response to be confidential information, 49 CFR Part 512, "Confidential Business Information," requires that it submit two copies of those document(s) containing allegedly confidential information (except only one copy of blueprints) and one copy of the documents from which information claimed to be confidential has been deleted, to the Office of Chief Counsel, National Highway Traffic Safety Administration, Room 5219 (NCC-30), 400 Seventh Street, SW, Washington, DC 20590. In addition, Firestone must provide supporting information for the request for confidential treatment in accordance with part 512.4(b) and (e) and include the name, address, and telephone number of a representative to receive a response from the Chief Counsel.

Finally, although we are not requesting Firestone to provide the following information at this time, we wish to remind Firestone of NHTSA's oral request, communicated shortly after the announcement of campaign 00X-003, that Firestone take all appropriate actions to assure that it can identify, by name and address of vehicle owner and by Vehicle Identification Number, all owners who receive Firestone tires as replacements for the subject tires, and keep records of the type of each such Firestone replacement tire, by model, size and manufacturing plant. To the extent that this requires Firestone to issue additional instructions to the facilities that are providing replacement tires under this campaign, please issue those instructions immediately.

If you have any questions concerning this matter, please contact me at (202) 366-5226, by fax at (202) 366-7882.

Sincerely,

/s/

Jonathan D. White, Chief  
Recall Analysis Division  
Office of Defects Investigation  
Safety Assurance

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